

Working for the Fed Housekeeper



The Fed is the leading social care charity for the Greater Manchester Jewish Community

Our vision

A community where people can live life to the full, feeling safe, valued, and cared for.

Our purpose

To provide outstanding advice, support, and care services to people of all ages living in the Jewish and local community.

Our values

CARING showing kindness, understanding and compassion

RESPECT focusing on each person's needs, dignity, and choice

EXCELLENCE delivering outstanding advice, support, and care

WORKING TOGETHER achieving more through partnership and teamwork

About this Job

As a Housekeeper you will be part of a team providing care and support services to people who may have a range of health and social care needs.

Our teams are made up of people who really want to make a positive difference to the daily lives of others and are committed to our values. Many of the people we support have a disability or health issue, they may be older individuals, working age adults or children and their families. Some may have learning difficulties, mental health problems, physical disabilities, or dementia. Some of the people we support are lonely, isolated, or facing financial problems or other difficulties in their life

Providing support involves enabling people to remain as independent as possible, keeping them safe from harm and helping them reach their potential. Your role will include providing general cleaning duties of our resident's rooms and public and communal areas

It's all about making sure the people we support never lose their dignity or sense of individuality and whatever your role, you'll always have their well-being in mind above anything else.

Housekeeper: What does this job involve? (Job description)

Core Duties

- To carry out duties as requested by the Housekeeping Manager and working to a daily work schedule
- Duties to include making beds, cleaning, dusting, vacuuming, sweeping, mopping, high dusting and general cleaning of all fixtures and fittings throughout the home.
- Areas for cleaning will include Residents rooms, Toilets, Bathrooms, Lounges, Dining rooms, communal areas and offices.
- To understand our residents needs and to have some knowledge of dementia or be willing and open to learning
- To always follow our Values, Vision and Purpose, Strategic plans, Policies and Procedures.
- Have a sensitivity to the cultural and religious needs of Jewish people and a commitment to maintaining religious requirements and needs.

Key Responsibilities

- To provide a clean and safe environment
- To ensure our residents wants and needs are met
- To provide our residents with dignity, respect and privacy and giving them a choice
- To work in a manner that is empathetic to the culture of the Jewish religion
- To always provide a high cleaning standard and work efficiently and effectively
- To behave in a manner that promotes positivity throughout the organisation
- To understand and comply with all statutory and legal requirements which are relevant to the role such as Health & Safety, COSHH, all aspects of the Care Standards Act, have a clear understanding of Infection Prevention and Control policies, procedures, and measures to maintain a safe environment throughout the home.
- Demonstrate commitment and understanding of the safeguarding of vulnerable adults.
- Use your training and the appropriate equipment to undertake tasks safely.
- Commitment to fully engage with organisational communication i.e. Workplace, WhatsApp, Staffology.

Housekeeping Role: Do you have what it takes?

(Person specification: What skills, qualities, qualifications & knowledge do you need)

Kind, compassionate and empathetic

Be kind, compassionate and empathetic, so you can see things from the point of view of the person we care for, with concern for what matters to the individual.

Honest, trustworthy, and reliable

Be honest, trustworthy, and reliable, so you turn up for work when you say you will and provide the care and support, we have agreed. Be discreet and confidential.

Respect

Be reflective, open, and non-judgemental.

Treat the people you support and the people you work alongside with respect.

Courageous and principled

Show strength, courage, and commitment to speak out if something is not right or could be better. Act in accordance with the principles of human rights, equity, equality, and inclusion and in line with the organisation's values and people's care plan.

Ability to work with behaviour which may be a challenge in a caring, consistent, and patient manner.

Ability to recognise when a situation needs to be referred to a more senior colleague.

Knowledge, qualifications, and willingness to learn

Be prepared to attend all mandatory training and to take personal responsibility for developing your own skills and knowledge. Take an active part in 1-1 supervisions and appraisal sessions.

Hold a relevant qualification in housekeeping or cleaning services?

Have previous experience of Working in a Care home environment, or working with elderly people?

Proud and positive

Take pride in your work and have a friendly, positive, enthusiastic, and proactive attitude.

Communication

Demonstrate the ability to converse at ease with people and provide advice in understandable and concise spoken English. Good basic written English. Able to utilise positive body language.

An ability to fully utilise digital resources and devices to record information and actively engage with the Fed's communication systems.

Teamwork

An ability to work as part of a team, attending team meetings and supporting colleagues across the organisation.

Our Code of Conduct

Our code of conduct is based on the principles identified by the Department of Health and produced by Skills for Care. Nothing that you do or **omit** to do should harm the safety and wellbeing of people who use care services.

This code of conduct has been drawn up to provide a source of guidance for all employees. It is not a contractual document and can be amended at any time. All staff must comply with both the provisions of this code and The Fed's policies and procedures, breaches of which will be taken seriously and may result in disciplinary action up to and including dismissal.

This includes:

- Being accountable by making sure you can answer for your actions or omissions.
- Promoting and upholding the privacy, dignity, rights, health, and wellbeing of people who use health and care services.
- Working in collaboration with colleagues and relatives to ensure the delivery of high quality, safe and compassionate healthcare, care, and support.
- Communicating in an open and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers.
- Respecting a person's right to confidentiality.
- Striving to improve the quality of healthcare, care, and support through continuing professional development.
- Upholding and promoting equality, diversity, and inclusion.

Caring

Behaviour we expect

- Treat people in a friendly and courteous manner, smile and make eye contact.
- Respond to people with a positive and helpful attitude.
- Show empathy, sensitivity, compassion and understanding.
- Ensure the safety and wellbeing of the people we support.
- Respond promptly to enquiries and requests for help.

Behaviour we will not accept

- Emotional, physical, sexual, verbal, or financial abuse or neglect of the people we care for.
- Forgetting that we are here to provide a service to people.

Respect

Behaviour we expect

- Listen to the wishes and preferences of residents, tenants, and service-users.
- Treat residents, tenants and service-users with dignity and respect.
- Maintain people's privacy and ensure confidential information is kept safe and secure.
- Recognise that people come from different backgrounds, challenge discrimination.
- Show sensitivity to, and support, the cultural and religious needs of Jewish people.
- Treat volunteers as part of your team.

Behaviour we will not accept

- Appearing unapproachable or moody.
- Imposing personal beliefs and opinions on people.
- Bullying or abuse of colleagues.
- Inappropriate language or swearing.
- Behaviour or language that is racist, sexist, or discriminatory.

Excellence

Behaviour we expect

- Provide consistently high-quality care and service.
- Question poor practice and behaviour.
- Learn from mistakes and ask for support when you need it.
- Access opportunities for learning and development.
- Ensure your appearance is smart and professional.

Behaviour we will not accept

- Wearing inappropriate dress or having an unprofessional appearance.
- Using a mobile phone for personal use when you should be working.

Working together

Behaviour we expect

- Look for better ways to work together to achieve improvements.
- Encourage people to raise any concerns that they may have about the conduct of others in the organisation by adhering to the Whistle Blowing Policy.
- Take ownership - hold yourself accountable for your actions and how you perform in your job role.
- Follow The Fed's procedures for health and safety and infection control.
- Ensure policies and procedures are followed in your daily work.

Behaviour we will not accept

- Complaining and demoralising others without trying to change things for the better.
- Criticising colleagues or disagreeing with them in front of people.
- Blaming colleagues or other departments for mistakes.
- Being unsupportive of new ideas or change.
- Ignoring something that you know is wrong.
- Posting negative comments about people associated with The Fed or the organisation itself on social network sites, this includes 'liking' a comment on a social networking site which is detrimental to The Fed.


I confirm that I have read and understood the Job Description, Person Specification and Code of Conduct applicable to me and agree to uphold them in my daily practice at The Fed.

I understand that this Code of Conduct describes the standards of conduct, behaviour, and attitudes that the public and the people who need healthcare, care and support, should expect of The Fed's employees providing this care and support.

Print Name: _____

Signature: _____ Date: _____

Job Title: _____ Team: _____

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